

Client Agreement

Talis Financial Advisers Ltd

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Company registered in England number 2654846

Authorisation Statement

Talis is authorised and regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register. Our Financial Services Register number is 150458.

Our Services

We provide independent investment and mortgage advice. We will consider a range of regulated products from the available market that can meet the objectives of a retail client, but we will only provide a recommendation to you when we know the product is suitable for your personal circumstances.

You should be aware that investments carry varying degrees of risk and as their underlying value can fall as well as rise you may not get back the full amount invested. We will inform you if any investment we recommend restricts future access to your capital.

For **non-investment protection contracts**, we are an intermediary and will act on your behalf when providing advice and making our personal recommendation(s) to you. We will do this based on a fair and personal analysis of insurers for term assurance, income protection and/ or critical illness.

For **general insurance contracts** we are an intermediary and will act on your behalf when recommending an insurer based on your demands and needs from a fair analysis of the market. The insurers we consider will be listed to you when we carry out our research. It will be your responsibility to ensure the policy meets your demands and needs for building and/ or contents, private medical insurance, accident sickness and unemployment protection. Full details of the products we recommend will be confirmed in the product literature you will receive before it is arranged.

For **mortgages** (including lifetime mortgages and equity release) we are independent mortgage advisers and we will recommend a mortgage product that is suitable for you following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

We will consider all products and lenders that we have access to. This means we will not consider those lenders that are only available by you going direct to them.

Where you are increasing your borrowing, we will consider the merits of both a new first charge mortgage and securing this by an additional mortgage on a second charge basis. You may have the option of a further advance from your existing lender. It may be in your best interests to explore this option and look at the further alternative of an unsecured loan, as these may be more appropriate for you.

You have the right to waive the seven-day reflection period and accept a mortgage offer at an earlier point.

Your Aims and Objectives

Unless we notify you in writing to the contrary, we will be treating you as a 'retail client' for investment business. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Any advice or recommendation(s) we offer to you will only be given after we have assessed your needs and considered your financial objectives, attitude to risk and capacity to bear any losses. We will also take into account any restrictions that you wish to place on the types of products or investment strategies you would be willing to consider.

Our Ethical Policy

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, we will:

- Be open, honest and transparent in the way we deal with you
- Always place your interests ahead of our own
- Communicate clearly, promptly and without jargon

Instructions

We only accept instructions in writing (paper or electronic means) to aid clarification and avoid future misunderstandings. **Please note we will not act on oral instructions to avoid any possible misunderstandings.**

Services and Costs

We will provide you with an initial consultation free of charge. This helps us to understand your financial objectives and we will confirm how we can support you in working towards these goals. We will also discuss the cost, and levels, of our services both initially and throughout our relationship with you. We charge our investment and pension services by way of a fee. These fees are based on a percentage of the amount you invest, subject to a minimum fee. The 2 steps of this process are summarised below and covered in more detail in our separate 'Terms of Engagement'.

Discovery, Research, Analysis & Discussion Document

We will carry out an extensive assessment of your financial circumstances at outset to establish your financial planning objectives. This will include:

- Gathering of information about your existing financial arrangements and personal circumstances
- Understanding your investment knowledge and attitude & tolerance for investment risk
- Suggest an asset allocation model that matches your risk profile
- Conduct a 'suitability' assessment of any existing holdings
- We then prepare a discussion document and schedule a further meeting to discuss our findings in detail. The discussion document is designed to highlight areas that need further consideration before we move onto presenting our formal advice report.

The minimum charge for our discussion document service is £795. The fee is payable on provision of our recommendations. We will always agree an exact fee before commencing work. This will be specified in our separate 'Terms of Engagement'.

If you decide to implement our recommendations and our total fee exceeds £3,500, we will waive the fee for preparing the discussion document.

Plan Arrangement & Implementation

Lump Sum Investments or Transfers

Should you instruct us to proceed with (any of) our recommendation(s) we will act for you in the following ways:

- Handle all fund and policy administration on your behalf
- Provide regular updates to keep you informed of progress
- Ensure all your documents are issued in line with your expectations
- Provide confirmation of all actions taken on your behalf in writing.

Our charge for this service is based on a percentage of the amount you invest and/or transfer on a tiered scale as follows:

The first £100,000 invested	Charged at 3%	£3,000
The next £100,000 invested	Charged at 2.5%	£2,500
The next £100,000 invested	Charged at 2%	£2,000
The next £100,000 invested	Charged at 1.5%	£1,500
The next £100,000 +	Charged 1%	

Example 1: if we arrange an investment on your behalf for **£20,000** our 'Plan Arrangement & Implementation' fee would be £600. (£20,000 x 3%). We would also charge the discussion document fee of £795. The total fee payable would be **£1,395**.

Example 2: if we arrange investments on your behalf totalling **£200,000** our Plan Arrangement & Implementation fee would be £5,500 (3% of the first £100,000 (£3,000) plus 2.5% of the next £100,000 (£2,500) = £5,500). As this exceeds £3,500 no other charges would be applied. The total fee payable would be **£5,500**.

Example 3: if we arrange investments on your behalf totalling **£300,000** our Plan Arrangement & Implementation fee would be £7,500 (3% of the first £100,000 (£3,000) plus 2.5% of the next £100,000 (£2,500) plus 2% of the next £100,000 (£2,000) = £7,500). As this exceeds £3,500 no other charges would be applied. The total fee payable would be **£7,500**.

The fee will be deducted from the amount invested and remitted to us by the product provider, alternatively you may ask us to invoice you when your investment application is submitted. The quantum and method of payment will be specified in our separate 'Terms of Engagement' document before we commence chargeable work.

Plan Arrangement & Implementation – Regular Savings / Investments

Our charge for implementing a regular contribution savings or investment plan is no more than 50% of the first year's contributions. Again, if you decide to implement our recommendations and our total fee exceeds £3,500, we will waive our 'discussion document' fee. You can either pay the implementation fee directly or over a period of up to 12 months by deduction from your investment.

The quantum and method of payment will be specified in our separate 'Terms of Engagement' document before we commence chargeable work.

Ongoing Investment Services

It is important to review every investment you hold and at regular intervals. At the time of, or prior to, our recommendation to you we will discuss our ongoing service proposition. This is confirmed in our 'Terms of Engagement' document which will be sent to you separately from this agreement.

Non-Investment Protection and General Insurance contracts

When we arrange the sale of a protection or insurance contract, we will not charge you a fee, as we will receive a commission from the provider/insurer. The amount of this will be disclosed to you in the product literature.

Mortgages

Typical implementation fee 0.3% of the loan, subject to a minimum of £795. For a £300,000 mortgage this would be £900, payable on completion.

This fee falls due on application and is payable on invoice. We will also receive and retain any commission paid by the lender when your mortgage completes. This amount will be confirmed by the lender in their disclosure document.

Please note our fee will still be charged should the lender reject your mortgage application due to you not disclosing any material information about your personal situation. Please note we do not provide a refund should you decide not to proceed with the mortgage loan after we have made a recommendation to you.

Equity Release

We are independent equity release advisers and we will recommend a product that is suitable for you following an assessment of your personal needs and circumstances. We will consider all products and providers that we have access to. This means we will not consider those providers that are only available by you going direct to them.

We charge a fee of £1,495 for providing advice and submitting your lifetime mortgage application. This fee becomes payable on completion by cheque.

We will receive and retain any commission paid by the lender when your mortgage completes. This amount will be confirmed by the lender in their disclosure document.

Should you wish you can request to view the commission rates from each of the lenders we have considered at the time that we make our recommendation to you.

Annuities

Implementation fee 1.5% of fund for standard annuities. For a £100,000 fund this would be £1,500. Payable on invoice at time of application or deducted from the purchase price.

Other Services

We provide a variety of other services not covered by the above. We will always agree the basis of our remuneration - either a fixed price or a charge based on an hourly rate, before we commence chargeable work. For your information a chart of our current charge out rates appears below. You may ask us for an estimate of how much in total we might charge. You may also ask us not to exceed a given amount without checking with you first.

Hourly Rate

Director/ Senior Adviser/ Chartered Financial Planner	£325 per hour
Financial Adviser	£245 per hour
Paraplanner	£165 per hour
Administration	£85 per hour

For example, preparing a basic cashflow report on retirement income to include future funding requirements, benchmarking of current investment(s) and flexibility of current plan. 3 hours of admin time at £85 = £255; 3 hours of paraplanning at £165 = £495; plus 3 hours of adviser time at £245 = £735; a total of £255 + £495 + £735 = £1,485

VAT

Under current legislation our services are not subject to VAT but should this change in future and VAT becomes payable, we will notify you before conducting any further work.

Cancellation Rights

In most cases you can exercise a right to cancel by withdrawing from the contract. In general terms you will normally have a 30 day cancellation period for a life, pure protection, payment protection or pension policy and a 14 day cancellation period for all other policies. For investments this will typically start when funds are invested and for pure protection policies this will normally begin when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product information issued to you.

If you cancel a single premium contract, you may incur a loss due to market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

Client Money

We are not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of an item for which we have sent you an invoice) or handle cash.

Documentation

We will endeavour to make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. All policy documents will be forwarded to you immediately after we have received them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you. We will issue all communications in English, unless agreed otherwise.

Material Interest

We will act honestly, fairly and professionally known as conducting business in 'Clients' best interests'. Occasionally situations may arise where we or one of our other clients have some form of interest in business transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interest, we will write to you and obtain your consent before we carry out your instructions and detail the steps we will take to ensure fair treatment. Where this cannot be achieved, we will not conduct the business.

Complaints

Our clients value the service we provide and often recommend us to others. In the unlikely event that you are dissatisfied or wish to register a complaint, please write to the Managing Director at the address at the head of this document, telephone 01233 722999 or email ifa@talisifa.com

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.

Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. For investment business you will be covered up to a maximum of £85,000.

Further information about these amounts and limits for all other product types are available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

Anti-Money Laundering

We are required by the anti-money laundering regulations to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf and to ensure that the information we hold is up-to-date. For this purpose, we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

Data Protection & Privacy

The company retains its records electronically and is bound by the General Data Protection Regulations. Talis takes your privacy seriously. You can read it here www.talisifa.com/privacy-policy

Law

This client agreement is governed and shall be construed in accordance with **English** Law and the parties shall submit to the exclusive jurisdiction of the **English** Courts.

Force Majeure

Talis shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days' notice in writing to that effect to the other but without prejudice to the completion of transactions already initiated. For any transactions effected before termination a due proportion of any periodic charges for services shall be settled to that date.

Declaration

This is our standard Client Agreement upon which we intend to rely. For your own benefit and protection, you should read these terms carefully before signing them. If you do not understand any point please ask for further information. This Client Agreement will come into effect from the date of signature by you.

Our agreed services and the fees payable together with your preferred method of payment are specified in our separate 'Terms of Engagement'.

Signature

Name

Date

Signature

Name

Date

E-Marketing Client Consent

Why are we asking you to read and complete this E-Marketing Customer Consent Form?

We take your right to privacy in an electronic context seriously. Our privacy policy is detailed on our website at www.talisifa.com/privacy-policy We are happy to provide a printed copy on request. During the course of providing our service, we may be in contact with you through a variety of electronic means, including potentially by telephone, email, SMS and post. These means are referred to in this document as **E-Marketing**.

We would like to take particular care to ensure that any marketing or promotional information that we may send to you, is done so with your prior, express permission. We would like to keep you informed about products or services that we have access to and that may be of interest to you.

In this document, we explain how we would do this, and ask for your consent to receiving such information from us in the future.

How this E-Marketing Consent relates to our Privacy Policy

During the course of dealing with us we will ask you to provide us with detailed personal information relating to your existing circumstances, your financial situation and, in some cases, your health and family health history (**Your Personal Data**).

During the course of our initial discussions with you, you will have been provided with a copy of, or been provided with access to, our **Privacy Policy**. We encourage you to read this document, as it sets out in detail the basis upon which this Firm will process and share Your Personal Data.

Our Privacy Policy does not extend to explaining how we would like to use Your Personal Data for marketing purposes, including to E-Market to you. We are of the view that this is better set out separately, to enable you to be clear and make informed decisions in relation to your right to privacy.

How we will use Your Personal Data in the future

There are a range of reasons why we need to retain Your Personal Data and, when necessary, use it to make contact with you. These include:

- asking your views on the quality of the service we have provided
- informing you with regard to any changes to the terms and conditions of your products proposed or made by mortgage lenders / finance providers / insurance providers / investment providers

Specifically, we would also like to make you aware of products or services that are made available to our firm from time to time that we think may be of interest to you in the future. We propose to do this using any of the E-Marketing means below and using the contact information you have provided to us.

IMPORTANT NOTES: E-Marketing by our Firm

If you do not indicate your agreement for **us** to make contact with you, we may be unable to provide you with details of products and/or services that may suit your needs and circumstances. We will maintain a record of your express consent for **us** to contact you for marketing our products or services that we think may be of interest to you. Please indicate accordingly:

WHAT WE MAY SEND

Newsletter Budget Summary Market report

HOW WE MAY SEND IT

Email SMS Phone Post

Signature

Name

Date

Signature

Name

Date